

Department of Public Health Vital Records Kaizen

“The Lean, Mean Vital Records Machine”

October 6-10, 2008

Comments

- Jim Scott, TBM

Why did we do this?

Jill

Team Members

Ellen

- Kim Jones, IDPH - Vital Records
- Glenda Bernard, IDPH - Vital Records
- David Brunk, IDPH - Vital Records
- Janet Collins, IDPH - Vital Records
- Jill France, IDPH - Vital Records
- Phyllis Cran, IDPH - Vital Records
- Ellen Warner, IDPH - IT
- Jennie Evans, IDPH - IT
- Jeffrey Dawson, Cultural Affairs
- Mike Rohlf, Department of Management (Team Leader)
- Jim Scott, TBM (Facilitator)

Team

Ellen



Scope

David

- This event addressed the vital records certified copy issuance from the time the request is made to the time the request is ready for delivery (placed in envelope).

Goals

Glenda

- Reduce the backlog (anything with money still attached to it)
- Reduce turnaround time to one day
- Pullers reach 100 records completed per person every day if possible

Objectives

Phyllis

- Reduce processing steps
- Make my job easier
- Get rid of paper
- Improve the communication between all areas
- Improve the organization of boxes
- Improve the NA's (Not Availables) process
- Improve flow, minimization of re-work
- Improve the quality of the work that goes out the door

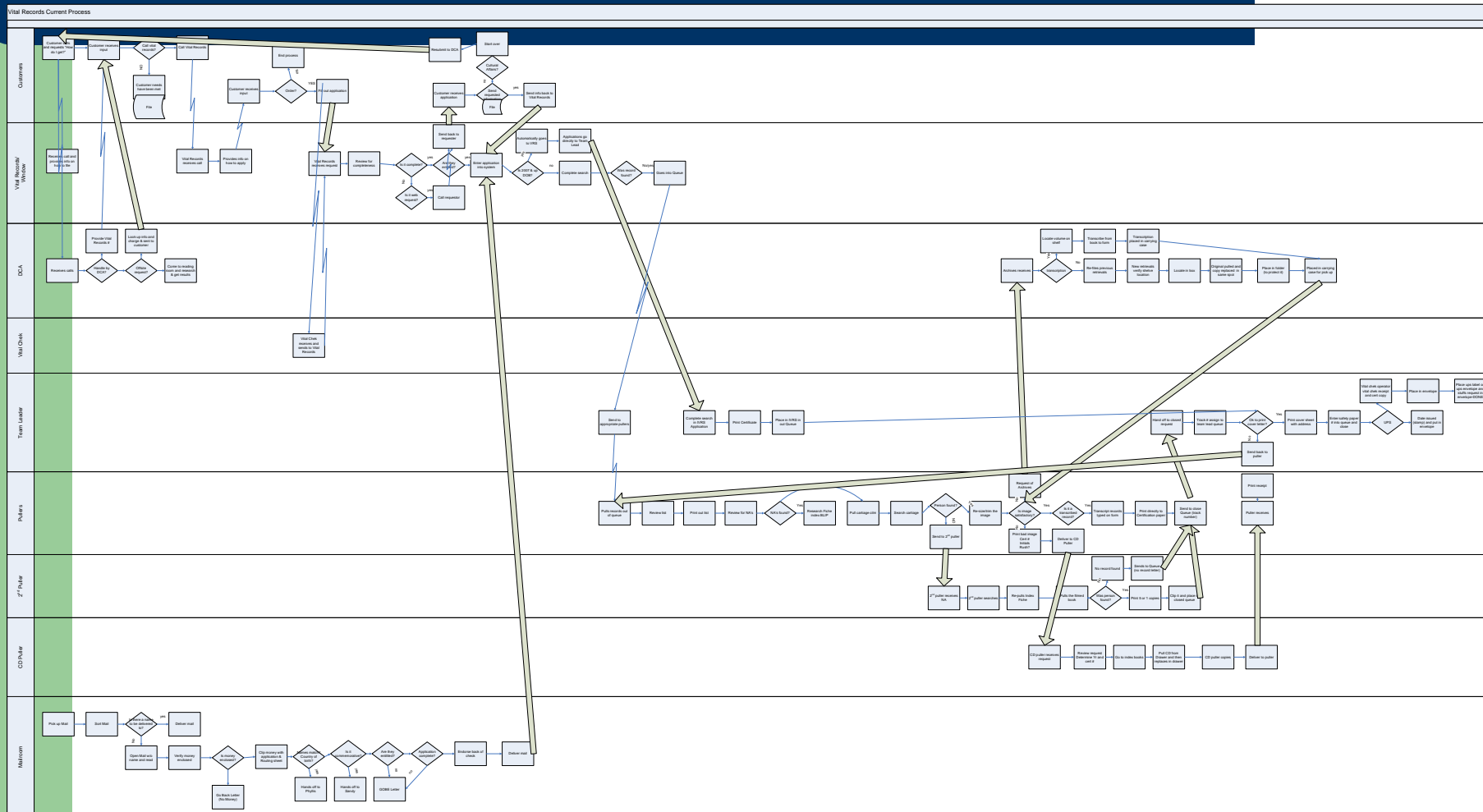
Kaizen Methodology

Kim

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities

Old Process

Jennie



Brainstorming

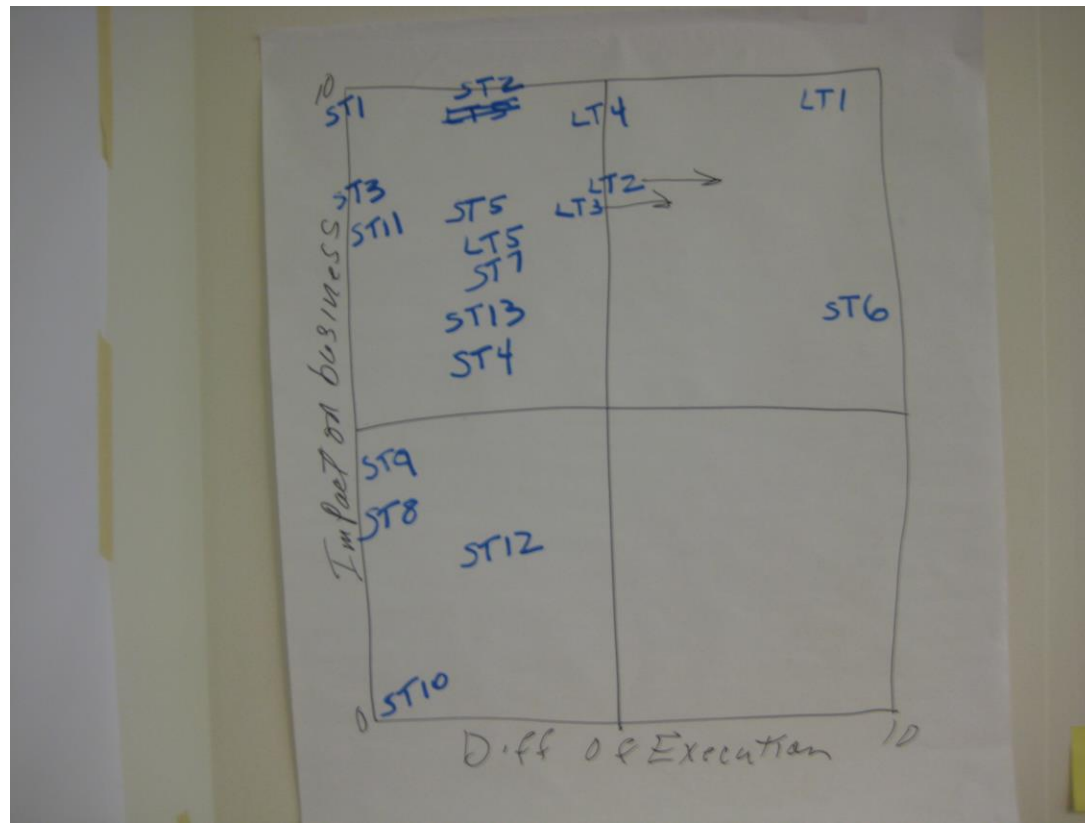
Jeffrey

- Improve website
- Application re-design
- IDX times out
- 2007 and up Processing Certificates
- Have another computer for UPS
- All Records same format
- Change phone tree
- Electronic scanning at archives and send electronic image to IDPH

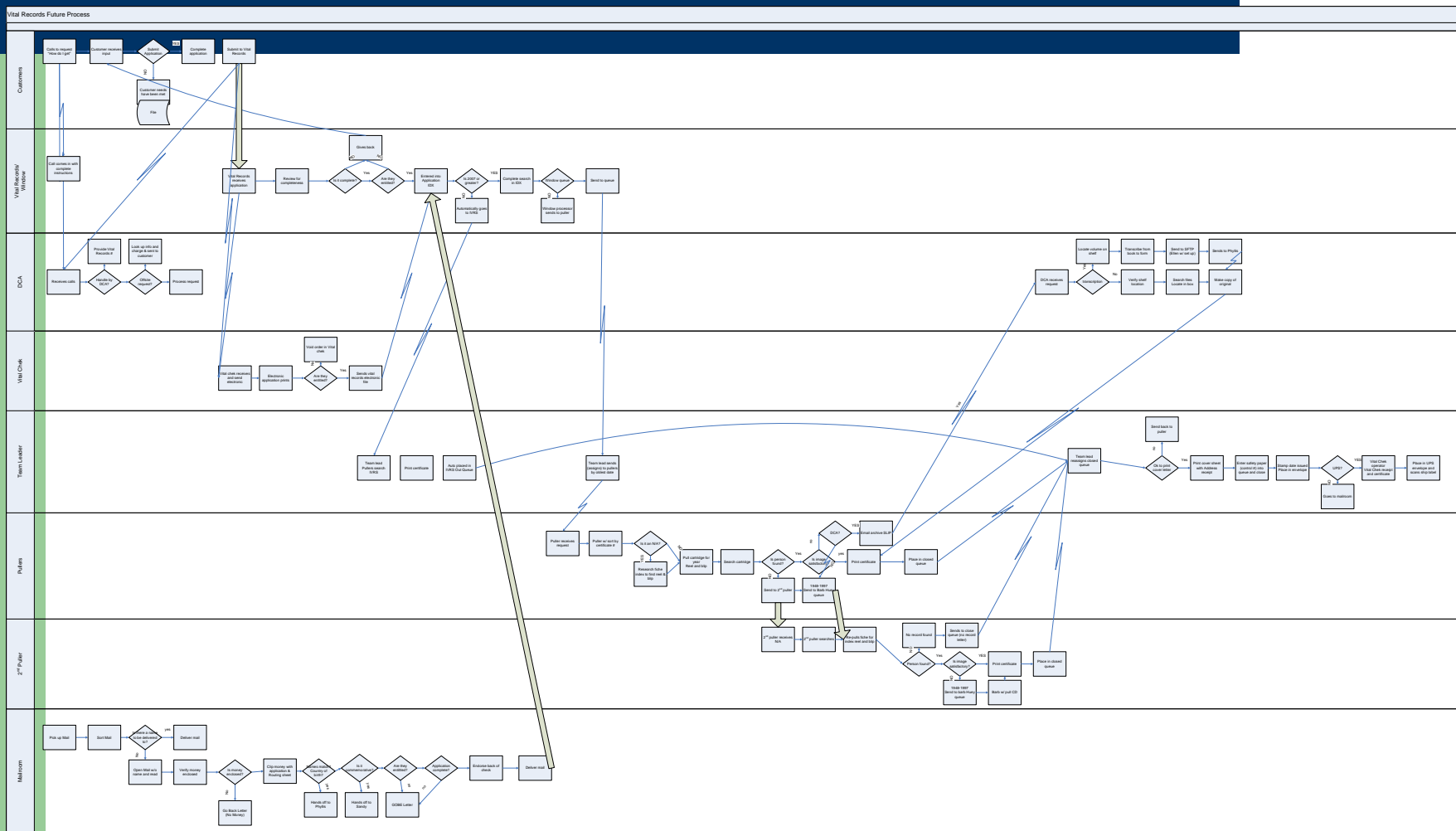
De-Selection

David

- Impact/Difficulty Matrix



New Process



Results

Jill

	Current	Future State	% Change
# of Steps	95	71	25%
# of Handoffs	21	13	38%
# of Decisions	27	23	15%
Delays	25	23	8%
# of Value-Adds	5	6	+17%
# of Loop backs	4	1	75%
Lead Time	106 minutes	70 minutes	34%

Homework

Jennie

Item	Item Description	Person Responsible	Due Date
1	Scanner for DCA	Jeffrey/Marcia	10/17
2	Verify statute language (copy of record)	Jill/Jeffrey/Gordon/AAG	11/1
3	Application form for Birth Certificates	Jennie	10/17
4	Application form for Death Certificates	Jennie	10/17
5	Application form for Marriage Certificates	Jennie	10/17
6	Update Script for phone message (request, updating and done)	Jill	10/22
7	Implement new phone message	Jill	11/30
8	Another computer for UPS (VitalChek)-request for it	Jill	10/13

Homework

Jennie

9	IDX training for Glenda	Kim	10/10
10	DCA request for FTP installation	Jeffrey	10/10
11	Prepare and Film the records (start)	Jill	10/13
12	Testing on screen template for transcription	Jeffrey	10/31
13	Train other users on pulling '07 and '08 births-IVRS	Kim	10/10
14	Give access to IVRS to new users	Kim	10/10
15	IDX timeout	Jennie	10/17

Homework

Jennie

16	Go B Letters	Glenda	10/24
17	Changes to web that are easy	Jill	10/17
18	Instructions for cropping images	Ellen	10/17
19	Demonstrating cropping images	Ellen	10/24
20	Digitizing film	Jill/Ellen	11/15

Team Member Experience

Team



**We welcome your
questions and comments!**